



# MERLIN<sup>®</sup>

COMMUNICATIONS SYSTEM

USER'S GUIDE

MODELS 206, 410 AND 820

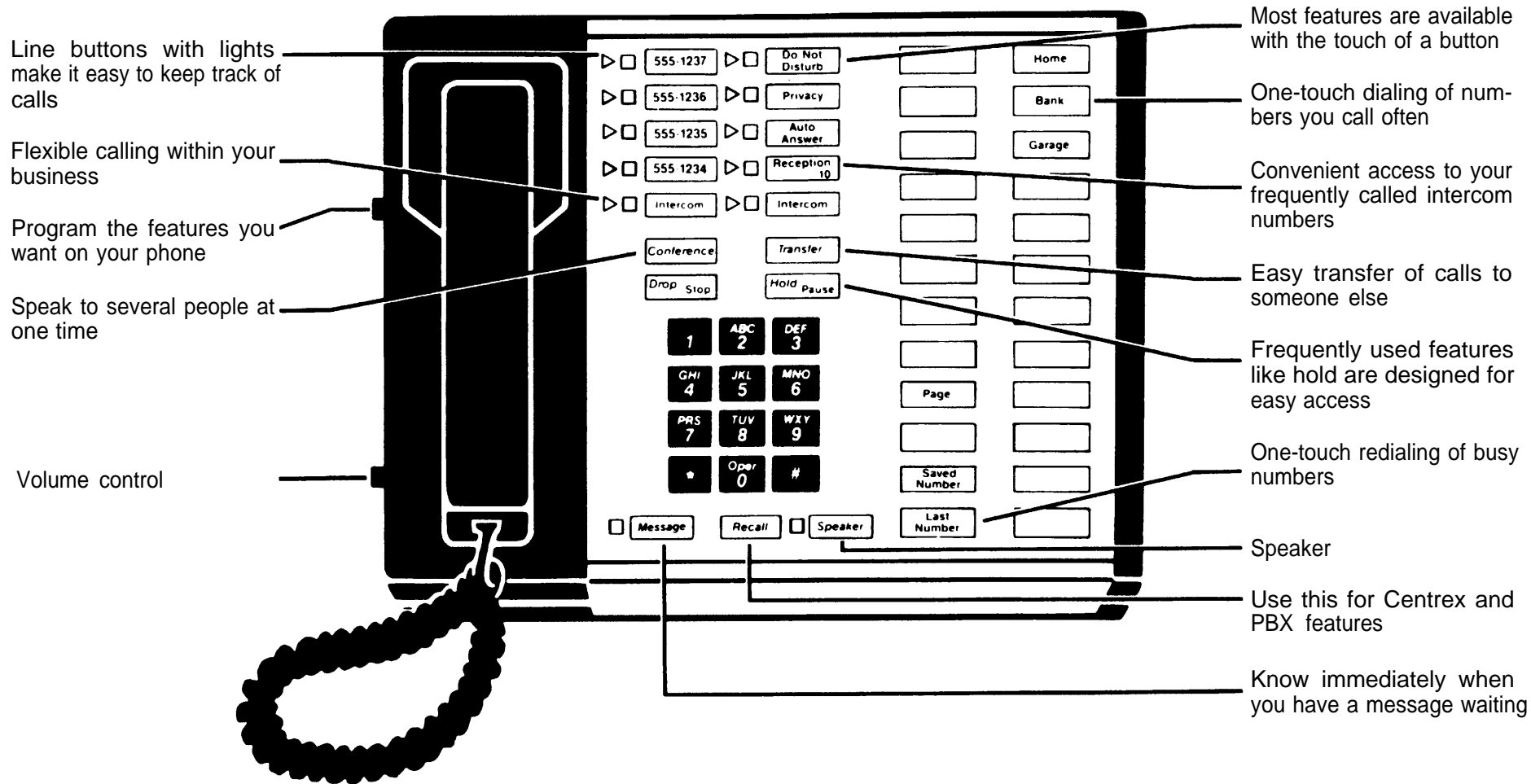
WITH FEATURE PACKAGE 2

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# Available Features



Read on to find out how to use these features...and many more!

# Key to Symbols

The following symbols are used throughout the document to illustrate the steps for using your MERLIN™ communications system voice terminal. After you are familiar with the steps, the symbols should serve as a quick reminder. (Buttons are shaded and labeled to look like the actual buttons on your voice terminal. A shaded light indicates that it is lit.)



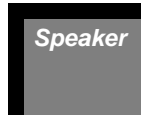
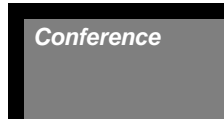
Lift handset



Don't lift handset



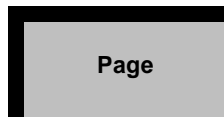
Dial (an outside number, intercom or feature code)



**Touch a fixed feature button** (A dark shaded button indicates a fixed feature button.)



**Touch a line button** (A lighter shade with a telephone number indicates a line button.)



**Touch a custom feature button** (A lighter shade with a feature name indicates a custom feature button.)



Hang up your handset

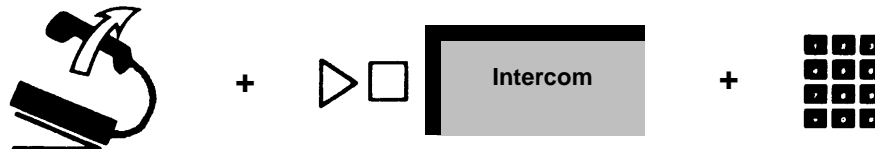


Slide the T/P switch to the P position



Return the T/P switch to the center position

Since each symbol represents one action, a sequence of two or more symbols illustrates a procedure. For example,



means lift your handset, touch **Intercom**, and dial the number.

# Placing and Answering Calls

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## LINE BUTTONS AND LIGHTS

Each call is represented on a separate line button. The lights next to the line buttons tell you what's happening.

- The red light tells you which line you're on or will get when you lift the handset. When you touch a line button, the red light goes on next to that line.
- The green lights tell you if the line is free (no light), busy (steady on), ringing (flashing), or on hold (fast flashing for your held calls, slower flashing for others' held calls).

## DISTINCTIVE RINGING

Calls you receive sound different depending on the type of call it is: intercom (beep), outside call (one long ring), transferred call (one short and one long ring).

## PLACING AN OUTSIDE CALL

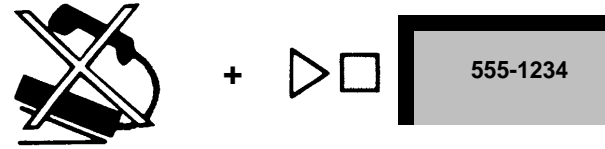
Just lift the handset and dial. The MERLIN system automatically selects a free line for you. You can select a different line by touching the line button you want.

**NOTE:** To dial an outside sequence that starts with # (for example, a Centrex/PBX code), dial ## instead.



## Line Request

If you want to use a particular outside line that is busy (green light is on), you can tell the MERLIN system to signal you when the line is free. Just touch the busy line button (red light comes on), leaving the handset on the hook. When the line is free, you will hear a beep. Just lift the handset to dial. If you touch another line button or receive a call, or if someone else uses the line before you, your Line Request is cancelled.



## ANSWERING AN OUTSIDE CALL

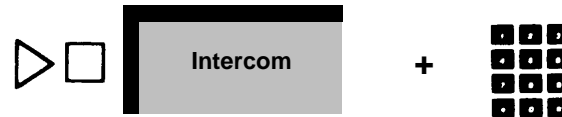
Again, just lift the handset; the system automatically gives you the ringing line.



## PLACING AN INTERCOM CALL

Use the **Intercom** button for calling people who are connected to your MERLIN system. The **Intercom** button works like any line button.

To place an intercom call, just touch **Intercom** and dial the intercom number you want. When you hear the beep, make the announcement or start your conversation.



The codes for calling people inside your business are as follows:

- 0 to 5 (Model 206)
- 10 to 19 (Model 410)
- 10 to 29 (Model 820)

## ANSWERING AN INTERCOM CALL

Answer an intercom call as you would any call: just lift the handset to get the ringing intercom line.



# Fixed Features

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## HOLD

The Hold feature lets you handle more than one call at the same time.

To put a call on hold, touch **Hold**. The green light next to the line flashes rapidly and your voice terminal rings periodically to remind you of the held call. To return to the held call, touch the line button with the rapidly flashing green light.

If you do not have a line button for a call, you can still put it on hold using the **Hold** button. To retrieve the call, dial #\*.



## TRANSFER

To transfer a call, touch **Transfer** (call is now on hold), dial the intercom number, and hang up. If the call is not answered, it returns to your phone with the distinctive two-ring transferred call signal.

You can also announce a call on the intercom as you transfer it. Touch **Transfer**, touch **Intercom**, and dial the intercom code. When you hear the beep, announce the call and hang up.



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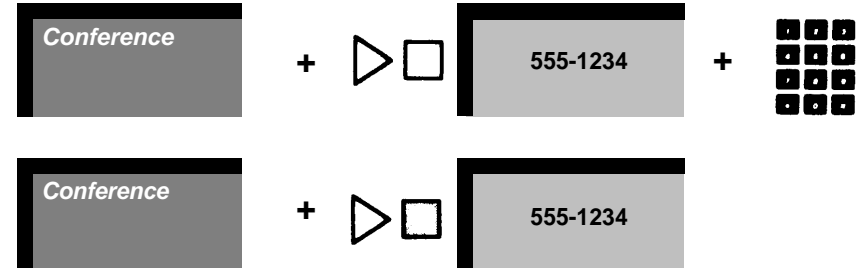
## CONFERENCE

Add a second outside caller to an existing conversation by following this procedure: Touch **Conference**, touch a free line button, dial the second person.

You can also use the Conference feature to add in a call on hold: Touch **Conference**, touch the line button with the held call.

The conference limit is two outside lines. Two additional inside people can join in the call by touching the line buttons in use for the conference, making a total of five people in the conference, including you.

If you put a conference on hold, the other people in the conference can talk to each other. This is especially convenient if two outside parties need to talk to each other. You can conference them together, put them on hold, and be free to do other things.





## DROP

Remove a call from a conference by following this two-step procedure: Touch **Drop**, touch the line button of the call to be dropped. Drop is especially useful when the line you wanted to conference in is busy or is not answered.



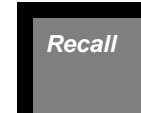
## MESSAGE WAITING

If the attendant (receptionist) has a message for you, the green light next to your **Message** button will be lit. Call the attendant on the intercom and turn off the light by touching **Message**.



## RECALL

If you have Centrex, PBX, or custom calling services, you normally signal that system by a *switchhook flash*. With the MERLIN system, you need only touch **Recall**. If you are not connected to any special service, you can use **Recall** as a convenient way to end a call and make a second call without hanging up.



## SPEAKER

**Speaker** lets you listen to a call without lifting the handset. To speak, however, you need to use the handset or the optional Hands-Free Unit (page 21).

### On-Hook Dialing

Touch **Speaker** and dial. When the other person answers, lift the handset.



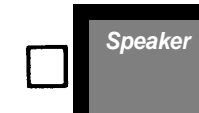
### Monitor-on-Hold

If someone puts you on hold, touch **Speaker** and hangup. When the other person talks to you again, lift the handset to resume the conversation.



### Group Listening

If you want others in the room to hear your conversation, touch **Speaker** and continue using the handset.



# Programming Instructions

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## ASSIGNING CUSTOM FEATURES TO BUTTONS

Programming is the process of customizing your phone. You can select features that meet your present needs and change the features when your needs change.

You can assign any custom feature listed below to any spare button on your telephone.

Here is the procedure:

- Label the button that you want to program.
- Slide T/P switch toward you (hear ringing).
- Touch the button to be programmed.
- Dial feature code (see below).
- Enter additional numbers (if required).
- When you are finished programming custom feature buttons, return T/P switch to center position.



# Feature Programming Chart

Use the chart below as a handy reference when you program custom features onto your voice terminal.

<b>Feature (Suggested Button Label)</b>	<b>Programming Code</b>	<b>Notes</b>
Auto Answer-Intercom (Auto Answer)	Dial ★ 70.	Used only with a Hands-Free Unit. Requires a button with lights.
Call Pickup (Call Pickup)	Dial ★ 85.	You can also dial a code to use this feature.
Do Not Disturb (Do Not Disturb)	Dial ★ 71.	Requires a button with lights.
Intercom Auto Dial (Name or Location)	Dial ★ 6 + an intercom number.	A button with lights is recommended but not required.
Last Number Redial (Last Number)	Dial ★ 73.	If you have a 5- or 10-button voice terminal, you can dial a code (#24) rather than program a button for this feature.
Loudspeaker Page (Ldsp. Page)	Dial ★ 66.	Used only with loudspeaker equipment. You can also dial a code to use this feature. A button with lights is recommended but not required.
Outside Auto Dial (Name or Location)	Dial ★ 90 + an outside number.	

## Feature Programming Chart (continued)

Feature (Suggested Button Label)	Programming Code	Notes
Personal Speed Dial (uses a dial code instead of a button)	Dial a Personal Speed Dial code (#01 through #22) + ★ 90 + an outside telephone number.	For 5- or 10-button voice terminals only.
Privacy (Privacy)	Dial ★ 72.	Requires a button with lights.
Saved Number Redial (Saved Number)	Dial ★ 74.	If you have a 5- or 10-button voice terminal, you can dial a code (#23) rather than program a button to use this feature.
System Speed Dial (Name or Location)	Dial ★ 95 + a System Speed Dial code (60 through 99).	It is not necessary to assign these codes to buttons.
Touch-Tone Enable (Touch-Tone Enable)	Dial ★ 76.	

# Programmable Button Features

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## OUTSIDE AUTO DIAL

You can dial any outside number with a single touch of a button. When you touch an Outside Auto Dial button, the MERLIN system selects an outside line, turns on the speaker, and automatically dials the number. When the other person answers, lift the handset to speak. If no one answers, touch **Speaker** to cancel. You can program up to 16 digits or characters on each Outside Auto Dial button.



## Special Characters with Auto Dial and Speed Dial

You can put the following special instructions in an Auto Dial or Speed Dial sequence:

**Pause:** Auto Dialing will pause for 1.5 seconds, allowing connection with a PBX or computer-based service to be established.

- Touch **Hold** (Pause).



**Stop:** Auto Dialing will stop until reactivated, allowing connection with a computer-based service to be established.

- Touch **Drop** (Stop).

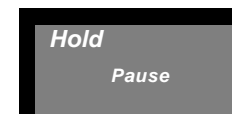


**Recall:** Puts a *switchhook flash* at the beginning of an Auto Dialing sequence for Centrex/PBX features.

- Touch **Recall**
- Touch **Hold** (Pause).



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**Transfer:** Switches to TouchTone signaling.

- Touch **Transfer**.



## AUTOMATIC REDIALING

Two features are especially useful when you get a busy signal or no answer because they let you redial the number with the touch of a button.

### Last Number Redial

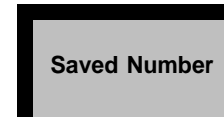
To redial the number you most recently dialed, touch **Last Number**.

On 5- and 10-button voice terminals, you can redial the last number by dialing #24.

### Saved Number Redial

You can save a number for later redialing by touching **Saved Number** before you hang up. To redial the saved number, touch **Saved Number**. Other calls that you dial do not affect the saved number. It remains the same until you save a new one.

On 5- and 10-button voice terminals, you can save a number by dialing #23 before hanging up. To redial the saved number, dial #23.



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## INTERCOM AUTO DIAL

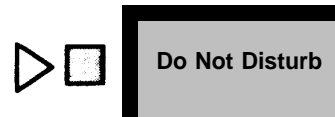
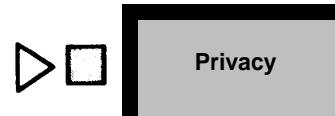
Allows you to dial by simply touching a button. To call someone on your MERLIN system: Touch **Intercom**, then touch the appropriate Intercom Auto Dial button. Green lights next to the Intercom Auto Dial buttons tell you which people are busy on the telephone. Also, a rapidly flashing green light next to an Intercom Auto Dial button tells you that the person is calling you on intercom. An Intercom Auto Dial button can also be used to *buzz* another person without placing a call. Just leave the handset on the hook and touch the Intercom Auto Dial button.

## PRIVACY

To prevent anyone from joining in on your calls, touch **Privacy** (green light comes on). Touch the button again to shut it off (green light goes off). You can leave Privacy on indefinitely if you wish. If you don't have Privacy, you will still know when someone joins your call because the red and green lights next to the line button will flash alternately.

## DO NOT DISTURB

If you do not want to be interrupted by phone calls, touch **Do Not Disturb** (green light comes on). Outside calls can be answered by another person, transferred calls return to the sender, and intercom callers get a busy signal. To restore ringing, touch **Do Not Disturb** (green light goes off).





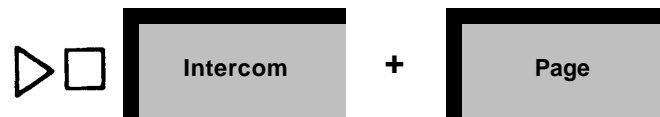
## HANDS-FREE ANSWER ON INTERCOM

For use with the optional Hands-Free Unit only. (See page 21.) If you would like your Hands-Free Unit to turn on automatically whenever you receive an intercom call, touch **Auto Answer** on your voice terminal (green light comes on). You can leave it on indefinitely if you wish.



## LOUDSPEAKER PAGE

To page someone on an optional loudspeaker paging system touch **Intercom**, dial 6 (or touch **Page**), make your announcement.



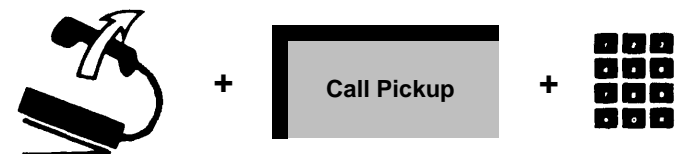
## TOUCH-TONE ENABLE

If your system has rotary lines, you can switch over to Touch-Tone service in the middle of a call to access services that require tone signals. First, dial your call the regular way (you'll hear rotary clicks), then touch **Touch-Tone Enable** and dial whatever additional numbers you need (hear tone signals). The Touch-Tone Enable feature automatically turns off when you hang up. When you program Auto Dial or Speed Dial sequences, you can also touch **Transfer** to change from rotary to Touch-Tone service. (See "Special Characters with Auto Dial and Speed Dial," page 13.)



## CALL PICKUP

You can answer another ringing phone from your phone by simply lifting the handset, touching **Call Pickup**, and dialing the intercom number of the ringing phone. This makes it easy to cover someone else's calls without leaving your desk. Or dial #3 plus the intercom number.



# Dial Code Features

## GROUP PAGE

To make an announcement to a group of two or three phones simultaneously, touch **Intercom**, dial code 70 through 79. Ask your system administrator for the list of groups of people that correspond to each dial code. To answer a Group Paging announcement, lift the handset and speak. One person from the paged group can answer the announcement.



## PERSONAL SPEED DIAL

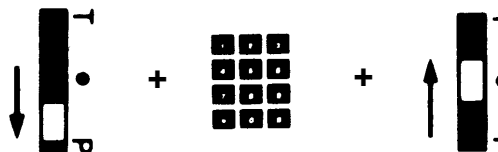
*(5- and 10-button voice terminals only)*

You can dial frequently called numbers by using a 3-character code instead of a button. The codes are #01 through #22. Except for dialing three characters instead of touching a button, Speed Dialing works the same as Outside Auto Dial. If you want to include special characters, such as a pause, a stop, or a switchhook flash, or switch from rotary pulses to touch-tone signals within a dialing sequence, see “Special Characters with Auto Dial and Speed Dial,” page 13.



## Programming a Personal Speed Dial Number

- Slide T/P switch toward you.
- Dial Speed Dial code (#01 to #22).
- Dial ★ 90.
- Dial number.
- Return T/P switch to center position.



## SYSTEM SPEED DIAL

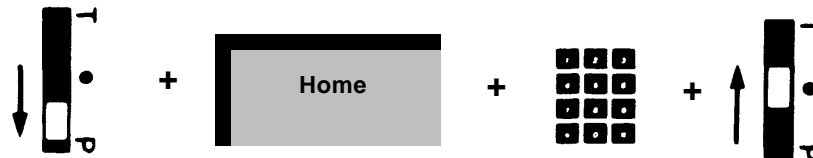
*(Available on all voice terminals)*

System Speed Dialing works the same as Personal Speed Dialing but it can be programmed only by your administrator. The codes are #60 through #99. Dial the programmed numbers by using the same code from any voice terminal. You may choose to assign these codes to Auto Dial buttons.

### Assigning a System Speed Dial Code to an Auto Dial Button

If your system administrator sets up System Speed Dial codes, you can assign any of them to an Auto Dial button for one-touch dialing.

- Label the button to be programmed.
- Slide the T/P switch toward you.
- Touch the button to be programmed.
- Dial ★ 95.
- Dial System Speed Dial code (#60 to #99).
- Return T/P switch to center position.



# Ringing and Line Selection Options

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## PROGRAMMABLE LINE RINGING

You can program whether or not each line rings on incoming calls, or you can program delayed ringing if you wish. If most of your calls are first answered by an attendant, you would want those lines programmed to no ring. You may, however, wish to program your lines for delayed ring as a backup.

- Slide T/P switch toward you.
- Touch a line button (note red lights).
- Touch the button again until desired code appears:

*Red on = ring*  
*Red flash = delayed ring*  
*Red off = no ring*

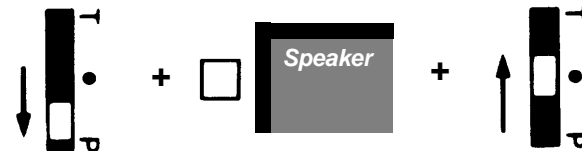
- Return T/P to center position.

**NOTE:** This does *not* affect ringing on intercom calls or calls transferred to you.

## PERSONALIZED RINGING

If your phone's ringing is often confused with the ringing of other phones around it, you can change its ringing sound. Here's how:

- Slide T/P switch toward you hear ringing).
- Touch **Speaker** (ring changes).
- Touch **Speaker** repeatedly until you have a ring you like (there are eight).
- Return T/P switch to center position.



## VOICE ANNOUNCEMENT DISABLE

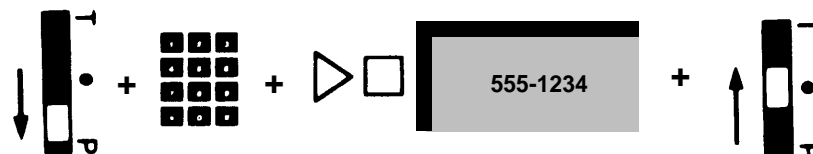
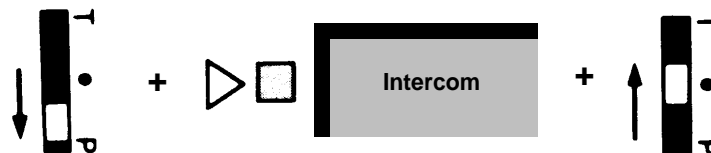
Ordinarily, people can announce calls through your speaker by using **Intercom**. You can prevent this from happening by programming Voice Announcement Disable:

- Slide T/P switch toward you.
- Touch **Intercom**.
  - Green on = voice announcement allowed*
  - Green off = voice announcement prevented*
- Return T/P switch to center position.

For more information about features and how to program them, consult the *Administration Manual: Models 206, 410, and 820 with Feature Package 2*.

## AUTOMATIC LINE SELECTION

This feature controls the order of the lines you'll get when you lift the handset. You can specify all, some, or none of your lines for Automatic Line Selection. Follow this procedure: Slide T/P switch to P position; dial ★★ ; touch line buttons in desired order; return T/P switch to center position. If no lines are touched, **Intercom** will be automatically selected.



# Optional Equipment

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## HANDS-FREE UNIT

The Hands-Free Unit provides the highest quality speaker-phone service. You can use it for virtually all calls.

### Placing a Call

Just touch **Speakerphone On/Off** and dial. You can talk hands-free. To end the call, touch **Speakerphone On/Off**.

### Answering a Call

Touch **Speakerphone On/Off** and speak.

### Hands-Free Answer on Intercom

If you have an **Auto Answer** button on your voice terminal, you can have your Hands-Free Unit turn on automatically whenever you get an intercom call. Just leave the **Auto Answer** button on (green light on).

### Mute the Microphone

You can listen to a conversation on the Hands-Free Unit without being heard yourself by turning off the microphone. Touch **Microphone On/Off** (green light goes off). To resume speaking, touch **Microphone On/Off** (green light comes on).

## **Handset Interactions**

To switch from the handset to the Hands-Free Unit during a call, just touch **Speakerphone On/Off** and hang up. To switch from the Hands-Free Unit to handset just lift the handset; the Hands-Free Unit goes off automatically.

## **HEADSET ADAPTER**

The Headset Adapter allows you to plug in a standard headset for hands-free operation.

To place a call, touch **On/Quiet** and dial.

To answer, touch **On/Quiet**.

To disconnect, touch **Off**.

To mute the microphone, hold **On/Quiet** down.

## **GENERAL PURPOSE ADAPTER**

With the General Purpose Adapter you can attach to your MERLIN system voice terminal most types of telephone and data devices, such as modems, facsimile machines, automatic dialers, basic and cordless telephones, and transaction telephones. In order for you to use this extra equipment, your MERLIN system voice terminal and the added phones must have Touch-Tone lines. When you use one of the telephone or data devices to place a call, the General Purpose Adapter switch should be in *Basic* position. If you want to join or record a call in progress, slide the switch to the *Join* position.

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